



T-Mobile® @Home®

Sales Training & Reference Guide

stick
together



What Is It

What is it



T-Mobile was the first nationwide carrier to offer unlimited nationwide calling from home using HotSpot-enabled phones. We now have a solution for customers who want to keep their landline phone—it's called T-Mobile @ Home.

For one low monthly rate, T Mobile @Home offers:
Unlimited nationwide calling using a home phone
True caller ID, voicemail, call waiting, and call forwarding

To use T Mobile @Home, customers can simply:
Switch their home phone number to T Mobile.
Plug a standard touch-tone phone into our special wireless router.
Use their existing high-speed Internet connection to make unlimited nationwide calls over the Internet.

**Once they've done that, customers can say
"goodbye to goodbye" and start talking.**

Definition
T Mobile @Home is an additional line of service that customers can add to a qualifying wireless rate plan. It allows customers to use their existing high-speed Internet and home phone to make unlimited nationwide calls.
Target Customer
Family focused, 35-50 yrs old, and likely to have kids or other dependents at home Generally indifferent or unhappy about their landline company and bill Have a nagging suspicion that they could save money on their home phone bill, but don't want to go through the effort of looking into it. When given a compelling offer, at the right time, they will switch
Benefits
Enjoy unlimited nationwide calling, voicemail, caller ID, call waiting, and call forwarding from their home phone for one low price. Port their home phone number. Drop old landline phone company—get one phone bill for all calls while receiving the same great T-Mobile service. Keep current corded or cordless phone. The T-Mobile @Home HiPort™ (wireless router) supports up to two home phone numbers with its two available SIM card slots.
Requirements
Broadband Internet connection T-Mobile @Home HiPort™ (wireless router) SIM card for each T Mobile @Home line Any standard corded or cordless home phone or the VTech cordless phone that is customized for T-Mobile and can be purchased separately.
Rate Plan requirements
Almost all T-Mobile wireless rate plans qualify to add a T-Mobile @Home line of service. <ul style="list-style-type: none">• Single line plans \$39.99 or higher• Family plans \$49.99 or higher• Exceptions: Control (FlexPay, kidConnect, Prepaid, SmartAccess) and some legacy price plans
How Does It Work?
<ul style="list-style-type: none">• The magic is in the T-Mobile @Home HiPort™ (wireless router).• Plug a home Internet connection and your current home phone into the wireless router, and listen for a dial tone (after activation). Note: The wireless router has two slots to insert SIM cards. This enables customers to have up to two lines of service per wireless router.

What is it



What Do We Call It?

With the nationwide launch of our newest service, T-Mobile @Home, we are changing the way we talk about our service.

Correct Name	No Longer In Use
T-Mobile @Home	HotSpot 2.0 HotSpot II HotSpot @Home @Home 2 Talk Forever Home Phone RJ-11
Unlimited HotSpot Calling	HotSpot 1.0 HotSpot @Home Add-On Feature Talk Forever Mobile
T-Mobile @Home HiPort™	HotSpot 2.0 Router Wireless Router with Home Phone Connection RJ-11 Router T-Mobile @Home Wireless Router
T-Mobile Wireless Router	HotSpot 1.0 Router Linksys Router D-Link Router UMA Router
HotSpot-enabled phones	UMA Phones HotSpot Phones Wi-Fi Phones



How To Set It Up

How to set it up



How to Set Up T-Mobile @Home

The Magic Is in the Router!

T-Mobile @Home only works with our special wireless router (the T-Mobile @Home HiPort™) that includes two phone ports and space for two SIM cards. Customers plug a corded or cordless phone and their computer directly into the wireless router.

9-1-1

Before setting up the equipment, customers must register the physical address where the home phone service will be used or they will not be able to complete the setup process. Registration is normally completed during service activation and can also be completed on My T-Mobile or by calling Customer Care.

Step 1:

Install the SIM card (Rep installs SIM card)

1. Slide the SIM card cover down, and then lift it off.
2. Gently slide up the SIM 1 card holder. From the bottom side, lift up the SIM card holder.
3. Insert the SIM card with the gold metal side up and toward the card slot opening.
4. Fold down the SIM card holder and slide it down into place.
5. Replace the SIM card cover.



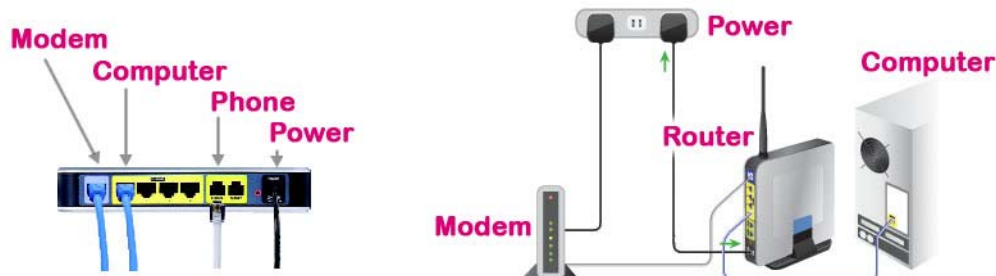
Note: A second SIM card is required if a customer wants to have two home phone numbers.

How to set it up



Step 2:

Run the setup CD and follow the steps to connect the wireless router to you system



1. Insert setup CD into you computer
2. Connect the router's Internet port to the modem.
3. Connect the computer to one of the four numbered Ethernet ports.
4. Connect the power adapter to the power port and plug the other end into an outlet.
5. Connect a standard touch-tone phone to the Phone 1 port.

If you have a second phone, connect it to the router's Phone 2 port and install a second SIM card into the SIM 2 card holder.

Step 3:

Start Talking!



How To Sell It

How to sell it



T Mobile @Home Sales Process Checklist

Connect with your customer	<ul style="list-style-type: none"> • Make a personal customer connection. • Perform a Personal Coverage Check (PCC).
Ask qualifying questions	<ul style="list-style-type: none"> • Are you interested in unlimited nationwide calling? • Are you a T-Mobile customer? If yes, what rate plan do you have currently? • Do you have a broadband Internet connection at home? If yes, who is your provider?* • How do you make calls from home? • What do you pay monthly for home phone? • How would you like to save money on your home phone service? <p>* Note: Reference T-MobileNews or StreamLine for an updated list of eligible Internet service providers (ISPs).</p>
Recommend a solution that includes: - what is it - why you are recommending it - how it will benefit your customer.	<ul style="list-style-type: none"> • Based on what you told me I recommend our T-Mobile @Home service. For only \$10 per month, you can add a new T-Mobile phone line that includes unlimited nationwide calling, true Caller ID, call waiting, call forwarding, and voicemail. <p>It's easy. You just switch your home phone number to T-Mobile, plug in your current home phone into our special wireless router, and start talking.</p> <p>*Note: Refer to the appendix for information on overcoming customer objections.</p>
Encourage your customers by restating the benefits of your recommendation and asking for a buying decision.	<p>Restate benefits:</p> <ul style="list-style-type: none"> • For one low price, you can get unlimited nationwide calling from your home phone and lots of included features. This will work perfectly for you! <p>Ask for a buying decision:</p> <ul style="list-style-type: none"> • How does that sound? • Would you like to get started today? • What do you think about this amazing offer? • Are you ready to get set up? • Are you ready to start saving money?
Service your customers by providing a world class customer experience.	<ul style="list-style-type: none"> • Activate the customer's T-Mobile @Home service. Make sure they have the correct add-on feature or plan for the service. • Capture the customer's 9-1-1 address. • Consult the T-Mobile @Home on-boarding checklist on the next page. • Be sure to put SIM card into line 1 and plug phone into line 1 phone port.

How to sell it



T-Mobile @Home On-Boarding Checklist

Porting a Landline

Setting Customer Expectations

- Porting may take up to 10 days to complete, although 80% are completed in 6 days or less.
- Customers will receive two text messages on the oldest mobile number listed on the account—the first within 48 hrs informing them the porting is started, and the second informing them when the port is complete.
- Do not cancel the landline service. Service on the existing line will continue to be available until the port is complete. At that time the service will automatically be canceled.
- If customers connect the router prior to the port being completed, they may experience partial service and may be unable to either make or receive calls.

DSL

- Before the port is requested, customers need to contact their DSL provider to have their DSL account separated from their phone line. This could take up to 6 days. Failure to do this could result in their DSL and home phone service being canceled once the port is complete.

Buyer's Remorse

- The buyer's remorse period for T-Mobile @Home and any new service that's activated with T-Mobile @Home will not begin until the port-in is completed. However, if a temporary number is activated, the buyer's remorse period will begin once the temporary number is activated.

Reminders

- Porting may be halted if the customer is still in contract with their old service provider (OSP), owes any money on their OSP account, or has placed a freeze on porting with their landline provider.
- Any network voicemails saved on the current home phone will be deleted once the port is completed.
- No charges are incurred until the port-in is complete unless a temporary number is activated.
- The customer's directory listing (white pages) and directory assistance (411) may be lost when the port-in is complete. (Customers can contact the landline carrier and request that this information not be dropped.)

Setup

SIM Cards

- Be sure the SIM card for T-Mobile @Home is inserted in Line 1 of the router and instruct the customer to plug their home phone into port 1.
- The mobile SIM card is inserted in the mobile phone.



How to sell it



Router Setup

- Encourage customers to use the setup CD. (Ninety percent [90%] of customers who use the CD have a successful setup experience.)
- For multiple handsets that use the same home phone number, customers will need a cordless phone option (with one base station per line of service). While it is possible, T-Mobile does not support in home wiring solutions.
- Use the picture on the back of the router box to explain to the customer how to connect the router to their modem and home phone. Emphasize to the customer to plug the home phone into Line 1 of the router.
- Customer cannot setup router until they have a phone number. They need to setup with temporary number or wait until phone number ports over.

Internet

- The customer's Internet connection must be working in order to make and receive calls.

Voicemail

- Customers will be prompted to set up voicemail and create a greeting when they access voicemail for the first time.
- Customers know they have a voicemail when:
 - The blue light on the router is blinking.
 - There is a "stuttering" dial tone.
 - The voicemail indicator light is on (VTech phone only).
- Customers can access voicemail by:
 - Dialing 123 on their handset
 - Pressing the voicemail button (VTech phone only)

Additional Information

- Set expectations with the customer regarding features that aren't available (self-help codes such as #MIN#, text messaging, ringtones, etc.).
- If needed, set expectations around fax machines, security systems, satellite TV, credit card machines, etc.
- Collect calls cannot be accepted on the T-Mobile @Home line.
- Standard rates apply on all international calls.
- The \$35 activation fee applies to T-Mobile @Home lines.



Appendix

Appendix



Frequently Asked Questions

9-1-1 Calls: Home Address Required

Question	Response
What is required for 9-1-1 calls?	T Mobile @Home 9-1-1 calls will be handled like any other 9-1-1 phone call. It is very important that we capture your 9-1-1 address, which is the primary location where you will be placing calls.
Is my address information required during the purchase of T Mobile @Home?	T Mobile @Home 9-1-1 calls will be handled like any other 9-1-1 phone call. It is very important that we capture your 9-1-1 address, which is the primary location where you will be placing calls.
How can I change my 9-1-1 address?	You can update your 9-1-1 address at any time at My T Mobile or by calling Customer Care.

General Questions

Question	Response
Can I use my existing landline phone?	<p>Yes. You can use any corded or cordless phone that is touch-tone. The three most common cordless phone frequencies are 5.8GHz, 900MHz, and 2.4GHz (2.4GHz is not recommended due to interference).</p> <p>Note: Some 5.8GHz phones actually use 2.4GHz and 900MHz when sending information from the handset to the base, which can result in decreased call quality.</p> <ul style="list-style-type: none">• A DECT 6.0 cordless phone is recommended to improve call quality. T-Mobile sells a VTech DECT 6.0 for customers.
What if I have several landline phones connected throughout the house?	Only the phones connected through the wireless router are supported. Consider purchasing the VTech cordless phone, which includes two handsets, and supports up to five handsets for one line.
Who will help me set up this service at home?	Installing the T-Mobile @Home HiPort™ is easy. The wireless router comes with a simple-to-follow CD for easy setup, as well as instructions for advanced installation.
What if I try to set up the service and have a problem?	If you have any problems, you can call 6-1-1 from any T-Mobile wireless phone. You may also call us toll free at 1-800-937-8997. To assist Customer Care, use a phone that is different than the one in question.
How will my T-Mobile @Home phone work differently than a landline phone?	<ul style="list-style-type: none">• Collect calls are not currently supported and cannot be accepted with the T Mobile @Home service.• Directory listing (white pages) and directory assistance (411) may be lost.• See section Answering Customer Questions for information on fax and security systems or services. <p>Note: Standard mobile phone self-help codes (e.g., #646#) are not compatible with T Mobile @Home.</p>

Appendix



Rate Plan Requirements

Question	Response
What mobile rate plans are not eligible for the T Mobile @Home services?	<ul style="list-style-type: none"> At this time, T Mobile @Home services are not available on the following plans: Postpaid single line plans under \$39.99 Postpaid FamilyTime plans under \$49.99 Control plans: FlexPay, Prepaid, SmartAccess, kidConnect Some older price plans (for internal employees; see StreamLine for full eligibility list)
Which T Mobile services are available?	T-Mobile offers CallerTunes, so your friends and family can hear your favorite song when they call you. You will also have 4-1-1 calling and discounted calling to Canada and Mexico. As with any home phone, text messaging, picture messaging, games, ringtones, wallpaper, and t-zones are unavailable.
Can I place my T Mobile @Home SIM card into a mobile phone?	Yes, but all nationwide calls from the mobile phone may incur unexpected charges (e.g., \$0.40/minute).
What about T-Mobile's mobile-to-mobile calling?	If your mobile phone has this feature, calls made to your T Mobile @Home phone are counted as unlimited mobile-to-mobile minutes. Keep in mind that all calls made or received by you using your T-Mobile @Home service are already unlimited.
Can I drop my current phone line and keep my DSL Internet service?	Most DSL providers offer stand-alone DSL service. Customers should call their DSL provider and request to have their phone and DSL lines be separated, also known as dry-loop DSL.

Unlimited HotSpot Calling

Question	Response
How is T Mobile @Home different from Unlimited HotSpot Calling for HotSpot-enabled phones?	<ul style="list-style-type: none"> T-Mobile @Home enables your home phone to make unlimited nationwide calling using the T-Mobile @Home HiPort™ and your broadband Internet connection. Unlimited HotSpot Calling is a service that allows HotSpot-enabled phones to make unlimited nationwide calling using a broadband Internet connection. With Unlimited HotSpot Calling, you also get unlimited calling at any US T Mobile HotSpot location.
Can I have both T Mobile @Home and Unlimited HotSpot Calling for HotSpot-enabled phones?	Yes. T-Mobile @Home HiPort™ handles both, for up to any combination of five lines. Of course, you have to have a separate line of service for each T-Mobile @Home and Unlimited HotSpot Calling line.

Appendix



T Mobile @Home HiPort™

Question	Response
What if I already have a wireless router?	The T-Mobile @Home HiPort™ is the only router of its kind that works with the T-Mobile @Home service. This wireless router may be connected to your existing wireless router.
Will T-Mobile become my Internet service provider (ISP)?	No. T-Mobile will only provide your phone service. Your wireless router connects to the Internet, so you must have a separate Internet service provider (ISP) for the high-speed Internet connection.
How secure is the T-Mobile @Home HiPort™?	Cordless home phone calls are sent over the Internet and are very secure. Cordless phone call security is dependent on the cordless phone's voice encryption between the phone and the phone's base station. For increased security, plug a corded phone into the wireless router. Note: T-Mobile does not make specific recommendations on the best method of securing a local network.
Will the wireless router work with a firewall?	Our wireless router uses industry standards for security. Simply put, if you can set up your laptop behind your firewall, you can connect with our wireless router. For firewalls, UDP should not be blocked for those two ports 4500, 500. It's recommended that in business settings, you work with your IT support person if you do not have access to modify the settings. It is also possible that an IT support person might have other settings configured that would cause difficulties for the cabled or wireless portion of the router.
How do I set up the wireless router?	T-Mobile @Home is designed for you to set up easily. Use the Setup CD packaged with the wireless router. For non-Windows-based computers, use the setup poster included in the box.
Where should I put my wireless router?	Cordless phone reception is not based on the location of the wireless router, but rather on the location of the base unit for the cordless phone relative to the other cordless phones. T Mobile @Home is generally not affected by radio frequency (RF) interference. T-Mobile recommends a DECT 6.0 phone, which has significantly less interference than the standard 900-MHz, 2.4-GHz, and 5.8-GHz phones. Even corded phones can have interference from radio stations.
What devices can cause radio frequency (RF) interference?	Any device that uses the 2.4-GHz spectrum may cause RF interference with T Mobile @Home. Examples include: <ul style="list-style-type: none"> • 2.4-GHz cordless phones • Baby monitors • Microwave ovens • Some home video-surveillance equipment When using other wireless routers, remember to configure them on different channels, or disable wireless on the routers you are not using for wireless Internet.
What are the bandwidth requirements for T-Mobile @Home?	A broadband Internet connection is required to place calls over Wi-Fi. Each voice call can use up to 70 Kbps upload/download speed. Most consumer high-speed connections have at least 256 Kbps, which is recommended to allow for other activities.
How many people can use this service at one time?	The T-Mobile @Home HiPort™ supports up to two lines of T Mobile @Home service. The actual number of calls the wireless router can handle depends on the bandwidth you have from your ISP. A typical high-speed connection can support five concurrent calls at a time, including those made over HotSpot-enabled phones (dependent on Internet connection speed and bandwidth).
Can I buy the T-Mobile @Home HiPort™ without getting the T Mobile @Home service?	Yes, you can purchase the T-Mobile @Home HiPort™ without getting the T Mobile @Home service, but discounts or rebates may not apply.

Appendix





Answering Customer Concerns

Question	Response
1. I have a fax.	<p>There are Internet-based Fax Services which allow customers to send and receive faxes using their computer. They do not require a fax machine or a phone line. Examples of companies offering this service are eFax, MyFax, GreenFax, etc.</p> <p>You may also consider keeping your current home phone line, but change to your landline company's "basic rate". Though never advertised, most landline companies offer very basic calling plans. With your fax connected to the landline, keep your T-Mobile @Home line for all your regular calling needs.</p> <p>Here is some sample pricing for fax alternatives:</p> <ul style="list-style-type: none"> • www.efax.com - \$16.95 per month includes 130 receive and 30 sent • www.myfax.com - \$10 per month includes 200 receive and 100 sent • www.greenfax.com - \$12.95 per month includes 250 receive (7 cents per minute to send) • www.saveonfaxes.com - \$6.95 per month 250 in/out pages (the customer allocates) • www.trustfax.com - \$4.95 per month includes 100 receive and 50 sent
2. I have a discounted phone, internet, and cable bundle service with another carrier. How will this save me money?	<p>The T-Mobile @Home service is only \$10 per month; that's an incredible bundle value. This discount comes in savings each month over your current phone bill, not to mention the savings of having unlimited nationwide calling.</p> <p>Let's break down how much you would pay per month if you split up your bundle service and replaced the home phone service with T-Mobile @Home. (Use the competitive comparison worksheet to determine the customer savings).</p> <p>Note: Please make sure you follow these steps to unbundle the service and port their number. If these steps are not followed, all three services may be canceled with the old carrier.</p> <ol style="list-style-type: none"> 1. Activate a customer on a T-Mobile @ Home line with a new number <ul style="list-style-type: none"> • Plug the customer's router (in store) to load firmware / confirm the service works • Initiate the port request 2. Call landline provider (in store) to request Dryloop <ul style="list-style-type: none"> • Set installation date to 7 days from the day of T-Mobile @ Home activation • Ask not to cancel home phone line! 3. Landline technician comes to the customer's house and completes Dryloop installation on set date <ul style="list-style-type: none"> • Customer contacts landline provider and sets up dry loop account 4. Customer installs T-Mobile @ Home service
3. I have a TiVo.	<p>An alternate option is to connect TiVo via broadband Internet. TiVo provides additional features such as movie downloads for customers using a broadband Internet connection.</p> <p>The model of your TiVo system determines the solution you can use. If you have a TiVo box with an Ethernet port built in, plug in an Ethernet cable and connect it to the Internet. Those without this port may be able to buy one of the following adaptors from TiVo (check with TiVo to determine if you need to upgrade the software on the receiver in order for these adaptors to work):</p> <ul style="list-style-type: none"> • USB to Ethernet • USB to wireless

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	<div style="display: flex; justify-content: space-around; align-items: center;">   </div> <div style="display: flex; justify-content: space-around; align-items: center;"> <p>USB to Ethernet (\$59.99)</p> <p>USB to wireless (\$29.99)</p> </div> <p>Accessories for TiVo can be found on their Web site: https://www3.tivo.com/store/accessories.do You may also consider keeping your current home phone line, but change to your landline company's "basic rate". Though never advertised, most landline companies offer very basic calling plans. With your TiVo connected to the landline, keep your T-Mobile @Home line for all your regular calling needs.</p>
<p>4. I have a satellite TV (DirecTV).</p>	<p>Typically, with Satellite TV (DirecTV) the phone line is required for pay per view, sports subscriptions, and system updates.</p> <ul style="list-style-type: none"> • DirecTV customers with newer HD DVRs may already be able to use the Internet for updates if the box has a built-in Ethernet port. Check with DirecTV to see if a software upgrade is necessary. • TiVo receivers used by DirecTV may be able to use the same USB solutions available to TiVo customers. You will need to contact DirecTV to determine if the model of your receiver is compatible with these solutions. • Unlike TiVo receivers, DirecTV's DVRs use the satellite for these updates and pay per view. These customers should not be affected by using the T-Mobile @Home HiPort™. <p>You may also consider keeping your current home phone line, but change to your landline company's "basic rate". Though never advertised, most landline companies offer very basic calling plans. With your DirecTV connected to the landline, keep your T-Mobile @Home line for all your regular calling needs.</p>
<p>5. I have an alarm system.</p>	<p>There are security systems available that use connections other than your home phone line. Some alternatives include using cellular connections, approved VoIP providers, and broadband service.</p> <p>Several examples:</p> <ol style="list-style-type: none"> 1. ADT has an approved list of VoIP digital-phone service providers that are compatible with their home monitoring. 2. ADT's Safewatch™ CellGuard® uses a cellular connection. 3. https://nextalarm.com 4. http://www.alarm.com <p>Consider keeping your current home phone line, but change to your landline company's "basic rate". Though never advertised, most landline companies offer very basic calling plans. Keep your security system connected to the landline and use your T-Mobile @Home line for all your regular calling needs.</p>
<p>6. Can I plug my new router into my home-telephone wiring system?</p>	<p>There are many variations in the types of cables used, wiring done by installers, and power supplied through home wiring. Some phones or VoIP products even warn to not plug them in since the device can become permanently damaged due to the electrical current that may still flow through the telephone line if it is not completely disconnected from the traditional landline company. Additionally, customers with DSL or two home phones lines would have to sort out their two lines of service so that customers only modify or use the correct line.</p> <p>Therefore, T-Mobile recommends that you have a qualified licensed electrician evaluate your home wiring to determine if you can plug the wireless router into your home wiring.</p> <p>Additionally, you can use cordless phones with better range such as DECT 6.0 to provide home phone service throughout your house. T Mobile's DECT 6.0 (Vtech) phone can support up to five cordless handsets.</p>

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7. We have a lot of power outages.	<p>Consider purchasing a Universal Power Supply (UPS), or if there are more devices that require power, a backup generator.</p> <p>Universal power supplies</p> <ul style="list-style-type: none"> • Price ranges: \$30-\$700 • Backup power: A couple minutes to hours. • Purchase location: any office supply store (e.g., Staples, Costco) • How to use: plug all power cords into it, including modem, wireless router, and cordless phones. <p>APC is an example of a UPS manufacturer. They have an online calculator to determine a compatible UPS: http://www.apcc.com/tools/ups_selector/index.cfm</p> <p>Backup power will not be an option if the service from your ISP is interrupted.</p> <p>You can also consider keeping your current home phone line, but change to your landline company's "basic rate". Though never advertised, most landline companies offer very basic calling plans. Keep this line for emergency calling and use your T-Mobile @Home line for all your regular calling needs.</p>
8. I don't want a mobile line with T-Mobile.	T-Mobile @Home is only available to customers who are T-Mobile wireless subscribers. The T-Mobile wireless phone does not have to be a HotSpot-enabled phone.
9. I would like a discount for having a bundle with T-Mobile, like Comcast does.	<p>You can have as many wireless routers as you like at home. Two possible scenarios for connecting the T-Mobile @Home HiPort are:</p> <ul style="list-style-type: none"> • Connect the new router directly to your modem and connect the previous router to one of the ports located on the back. This method insures your voice calls always receive priority over other uses. • Connect the new wireless router to one of the ports on your existing wireless router <p>The Setup CD will guide you through adding the T-Mobile @Home HiPort™ to your current setup.</p>
10. I don't have a computer to use for Setup.	<p>The CD is recommended as it will help with the cabling steps and configuration. If you don't have a computer, you can still set it up manually. Basic cabling steps can be found on the poster included with the T-Mobile @Home HiPort™.</p> <p>A computer is necessary to configure router settings such as the network name, security, and channel. Without your computer your network will remain open and not encrypted.</p>
11. My intercom requires a landline.	This depends on the intercom and wiring used by the building. Some systems will allow mobile phones and VoIP home phones to be connected to their intercom. These are typically the ones that are connected to an outside telephone line.
12. I'm currently using another VoIP service. How does T Mobile @Home compare?	VoIP services can be expensive when compared to T Mobile @Home. They can also have poor audio quality. What are you currently paying each month for your current service?
13. I have to buy a wireless router? That sounds expensive.	By eliminating the cost of your landline, you will more than offset the initial purchase of T Mobile @Home. On average, customers save over \$50 a month.
14. Using a wireless router sounds too complicated.	The T-Mobile @Home HiPort™ includes an easy-to-use Setup CD that will have you quickly up and running. In the unlikely event you need help, our award-winning Technical Care team is available by phone.
15. I'm afraid the service will not be as reliable as my landline.	The T-Mobile @Home HiPort™ will provide you with top-quality service and includes a full one-year warranty to ensure trouble-free operation.
16. I don't trust cordless phones.	T Mobile @Home works with most standard corded (touch-tone) phones.

Appendix



T-Mobile @Home HiPort™ – Product & Service Guide

The T-Mobile @Home HiPort™ uses your existing high-speed Internet connection to send and receive calls. Now you can get unlimited calling from home on your home phone (and your HotSpot-enabled phone – like a Blackberry Curve). The wireless router is easy to set up and allows you to configure security on your home wireless network.

The target audience for this wireless router is those customers who purchase T Mobile @Home to replace their landline.



Features of the T-Mobile @Home HiPort™

- Includes two standard phone jacks for connection to standard home phones (to allow the use of T Mobile @Home).
- Capable of holding two SIM cards (one SIM is included in the box).
- Connects to cable, DSL, FiOS, or another high-speed Internet connection using Ethernet (not compatible with ClearWire or satellite).
- Acts as a wireless access point and router, sharing a single Internet connection with your PC, printer, multi-media games, HotSpot-enabled phones, and landlines.
- Equipped with four full-duplex ports to connect your wired Ethernet devices to the network.
- Includes a Web-based interface for advanced configurations.

Kit Contents

- T-Mobile @Home HiPort™ with 2 phone ports and attached antenna
- One SIM card
- Blue Ethernet network cable
- Power adapter
- CD Wizard for easy setup
- Setup poster
- Router stand
- T-Mobile @Home Terms & Conditions

Appendix



Technical Information

Model	WRTU54G-TM
Dimensions	1.30" x 6.97" x 6.69"
Unit Weight	13 oz. (0.369 kg)
Power Supply	External, 12V DC, 1.5A Switching
Standards	IEEE 802.3, IEEE 802.3u, IEEE 802.11g, IEEE 802.11b
Ports	Phone: Two RJ-11 Ports Internet: One 10/100 RJ-45 Port LAN: Four 10/100 RJ-45 Switched Ports One Power Port
LED indicator lights	Power, Ethernet (1, 2, 3, 4), Internet, Wireless, Phone (1, 2), encryption is enabled
Type of Cable	Ethernet network cable

* Manufacturers provide specifications, which are considered approximate. Actual performance varies based upon network configuration, signal strength, operating temperature, customer use, and other factors.

Wireless Routers – Comparison

Features	T-Mobile @Home HiPort™	T Mobile Wireless Router*	Other Wireless Routers
*(formerly HotSpot @Home Wireless Router)			
Ability to support T Mobile @Home (up to two lines)	Yes	No	No
Works in conjunction with standard home phones	Yes	No	No
Ability to make voice calls and transmit data when the Internet connection is not working	No	No	No
Enhanced support from T-Mobile Customer Care	Yes	Yes	Limited
Connect through another wireless router	Yes	Yes	NA
Ability to connect other wired and wireless devices to the Internet via the router (e.g., PCs, laptops, wireless cameras, Wi-Fi-enabled games, etc.)	Yes	Yes	Varies
Easy Setup CD	Yes	Yes	Varies
Ability to support HotSpot-enabled phones	Yes	Yes	Varies
Prioritize voice calls over other Internet traffic—for clear calls	Yes	Yes	No
T Mobile voice security support (dependent on using HotSpot-enabled phone or cordless phone security)	Yes	Yes	Yes
Supports wireless B and G standards	Yes	Yes	Varies
Ability to support voice calls over cable, DSL, and FiOS Internet connections. Note: Satellite and WiMax (including ClearWire) are not supported.	Yes	Yes	Varies
Ability to support voice calls over satellite and dial-up Internet connections	No	No	No

Appendix



Cordless Phone Product and Service Guide

VTech Digital Enhanced Cordless Telecommunications (DECT) 6.0 two-handset cordless phone system with caller ID, model #TM3111-2

Although any standard touch-tone phone will work with T-Mobile @Home, DECT cordless phones provide great voice quality with the T-Mobile @Home HiPort™.



Features of the VTech Cordless Phone

- Digital Enhanced Cordless Telecommunications (DECT) 6.0 digital technology provides the best sound quality, security, and range in cordless phones.
- Voicemail navigation keys – access and manage voicemail with dedicated keys on the handset.
- Enhanced security – calls are digitized and encrypted.
- Caller ID/call waiting – stores up to 50 calls.
- Includes a handset speakerphone.
- Voicemail waiting indicator – lets you know when you have a voicemail.
- Intercom feature allows you to communicate between two handsets.
- 50-name directory – easily store and dial frequently-called numbers.
- Has a page/handset locator.
- 2.5 mm hands-free headset jack included.
- You can connect three more cordless handsets (model # DS3101, purchased separately) to this system for a total of five handsets.

Appendix



Advantages over Other Cordless Phones

- Has premium voice quality.
- Allows one-touch access to T-Mobile VoiceMail.
- Has an extended range.
- The phone's battery life is more efficient.
- The T-Mobile Customer Care phone number is pre-programmed into the phone's address book.
- Enhanced security – calls are digitized and encrypted.
- Much less likely to interfere with other home electronics.



Box Contents

- Two handsets
- One base unit
- One additional charging unit
- Two AC adapters
- Two battery packs
- Telephone line cord
- User's Manual
- Quick Start Guide
- Two belt clips
- 2.5mm hands-free headset jack

Appendix



Technical Specifications of the VTech Model #TM3111-2

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Telephone base: 1921.536-1928.448 MHz Handset: 1921.536-1928.448 MHz
Channels	5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Size	Handset: 149.7mm X 53.1mm X 36.8mm Telephone base: 101.2mm X 118.6mm X 98.5mm Charger: 88.8mm X 105.6mm X 84.5mm
Weight	Handset: 148.9 grams (including battery) Telephone base: 155.0 grams Charger: 90.0 grams
Power requirements	Handset: 2.4V DC 600mAH NiMH battery Telephone base: 6V DC @ 300mA Charger: 6V DC @200mA
Memory	Directory: 50 memory locations; up to 32 digits and 16 characters per location Call log: 50 memory locations; up to 24 digits and 16 characters per location

T-Mobile® @Home